



March 17, 2020

Behavioral Framework Families,

I am writing today to provide an update on Coronavirus (COVID-19) and our response to it. I am monitoring news reports and government updates several times a day as well as regularly speaking to our partners and industry peers at other providers throughout the United States. We are collectively working on strategies to maintain therapy for those that need it while minimizing the risk of infection.

This company, and I personally, care deeply about our clients, employees, and everyone's families. We will work together to get through this. While this letter outlines what we are doing now, please know we are working around the clock behind the scenes to stay abreast of the situation and make changes as appropriate.

I am keenly aware of the concerns both our employees and families have in this uncertain time. We are all doing our best to provide therapy to those families that choose to continue in a responsible, ethical, safe manner. One-to-one therapy in a private setting is in line with the latest State and Federal guidelines regarding social distancing and avoiding groups of people. Many school and clinic based providers throughout the country are moving to home-based services.

Starting this week we are implementing new policies to safeguard the health of our clients, employees and their families.

Daily Safety Checklist: In conjunction with an industry workgroup, we have developed a checklist of 5 criteria that must be used daily before session. Your clinician will also be conducting this assessment before attending session. If you answer YES to any of the questions below you must cancel session. Please remember, you are answering these questions for yourself, your child, and all members of your household.

1. **Travel:** In the past two weeks, have you or anyone in your home traveled to an area currently known to have community spread of COVID-19? (China, Europe, California, Washington State, New York)? *Note: this list may change over time.*
2. **Exposure:** In the past two weeks, have you or anyone in your home come into contact with someone who has a confirmed COVID-19 diagnosis?
3. **Fever:** Take your temperature and the temperature of those in your home. Are any of them over 100°?
4. **Respiratory:** Have you or anyone in your home had any symptoms of lower respiratory illness such as cough, shortness of breath, or difficulty breathing?
5. **Other:** Do you have any other reason to believe that you or anyone in your home might be at an increased risk for COVID-19?

We are implementing these checks now to reduce the risk of spreading any illness while providing therapy.

BCBA-Rendered Services: In an effort to promote social distancing and reduce the number of people in a home at any given time, all BCBA-rendered services will be delivered remotely until at least 3/28. We will reevaluate at that time and provide further guidance.

Emphasize Handwashing and Hygiene: All employees and clients should wash their hands with soap and warm water for at least 20-seconds before starting session and after any contact with any bodily fluids. Employees are also encouraged to run hand washing protocols at regular intervals throughout session. Your Clinical Supervisor (BCBA) can provide more information about these protocols.





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Sanitize Environment and Materials: Employees should take a moment before session and at regular intervals to sanitize the work area and any frequently used materials. If you need help obtaining supplies please contact your Clinical Supervisor (BCBA).

In addition to these safety protocols, we're also implementing other measures to support our clients and families.

Caregiver Support via Telehealth: Your clinical supervisor (BCBA) is available to informally answer questions via phone, email, text; or formally conduct caregiver support (aka Parent Training) via Telehealth (video chat). We are here and ready to support you and your family. Please reach out to your Clinical Supervisor if you have any questions or would like to schedule additional caregiver support. Supervisors will also be proactively reaching out to all families to check in and offer support.

Deferral of Copays and Deductibles: Behavioral Framework will not be invoicing for or collecting copays or deductibles until May. Invoices generated in May will be due in August. We will provide more formal guidance on this at a later date; however, for the next few months please don't worry.

We will continue to monitor the situation and provide updates as appropriate. Thank you all for your commitment to the health and safety of our employees, clients, and families. Together we will work diligently to ensure we are taking the appropriate action to limit the spread of the virus while continuing to provide the services our community relies on.

If you have any questions please don't hesitate to contact me directly.

A handwritten signature in black ink that reads "Kyle West".

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